

FIG.1

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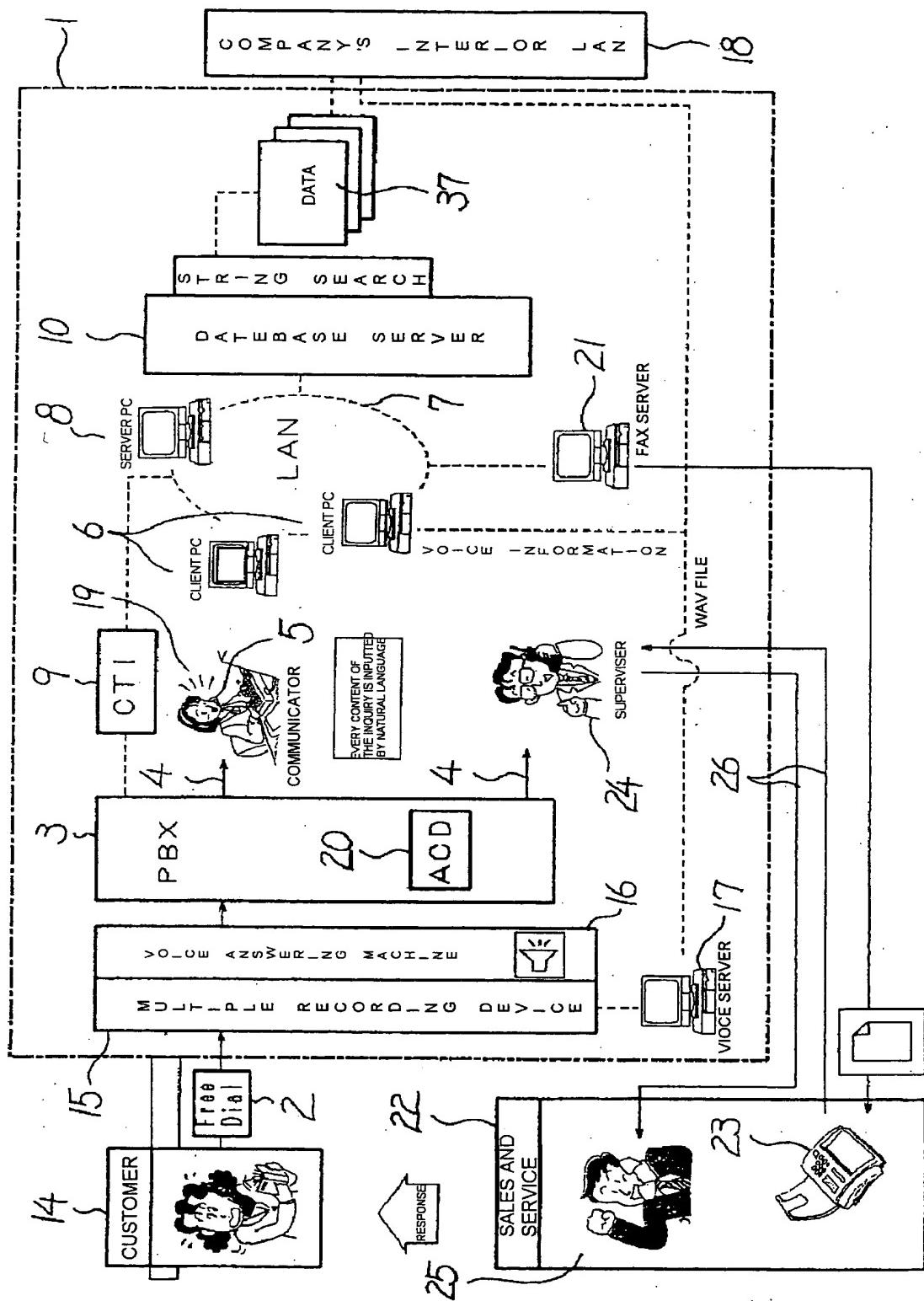


FIG.2
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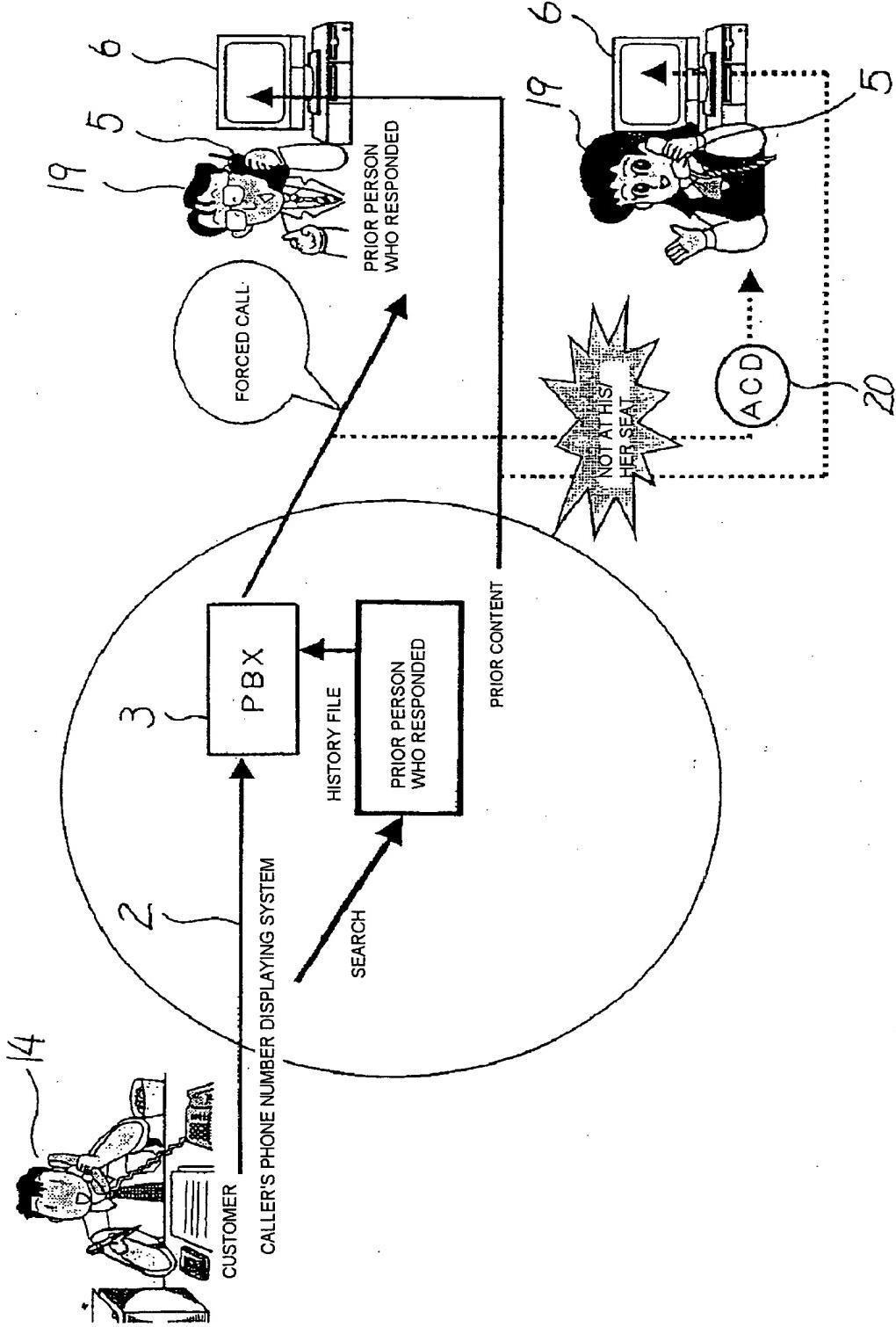


FIG.3
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The diagram illustrates a table structure with five numbered callouts (31 through 35) pointing to specific fields. Callout 31 points to the 'TELEPHONE TERMINAL IDENTIFICATION ID' column. Callout 32 points to the 'COMMUNICATOR ID' column. Callout 33 points to the 'GROUP ID' column. Callout 34 points to the 'BUSINESS SITUATION INFORMATION' column. Callout 35 points to the 'BUSINESS SITUATION INFORMATION' column. The table has four rows, with the fourth row being a blank header row.

GROUP ID	COMMUNICATOR ID	TELEPHONE TERMINAL IDENTIFICATION ID	BUSINESS SITUATION INFORMATION
CLERICAL EMPLOYEE 1	TSUTSUMI	123	ON THE PHONE
CLERICAL EMPLOYEE 2	HYO NOJIMA	234 345	NOT AT HIS/HER SEAT
...			

FIG.4
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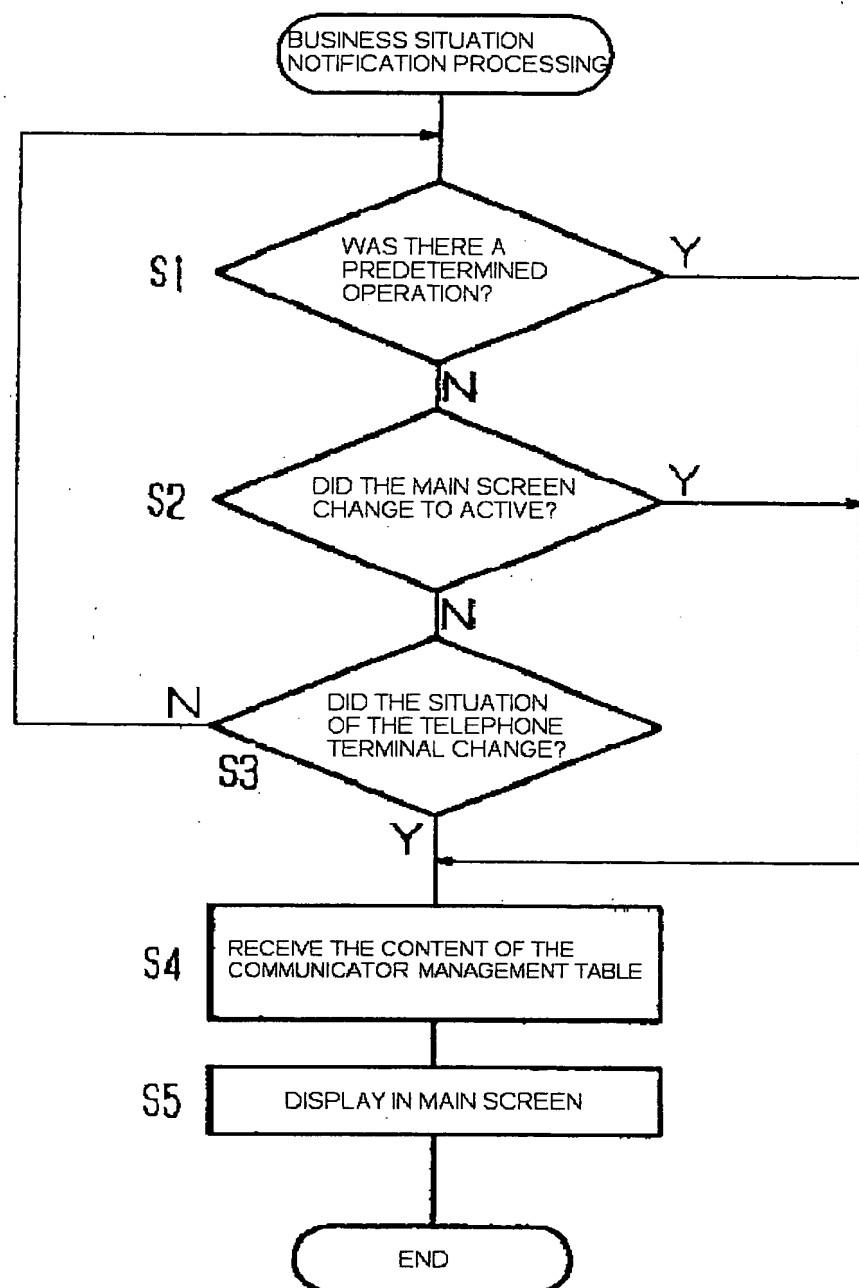


FIG.5
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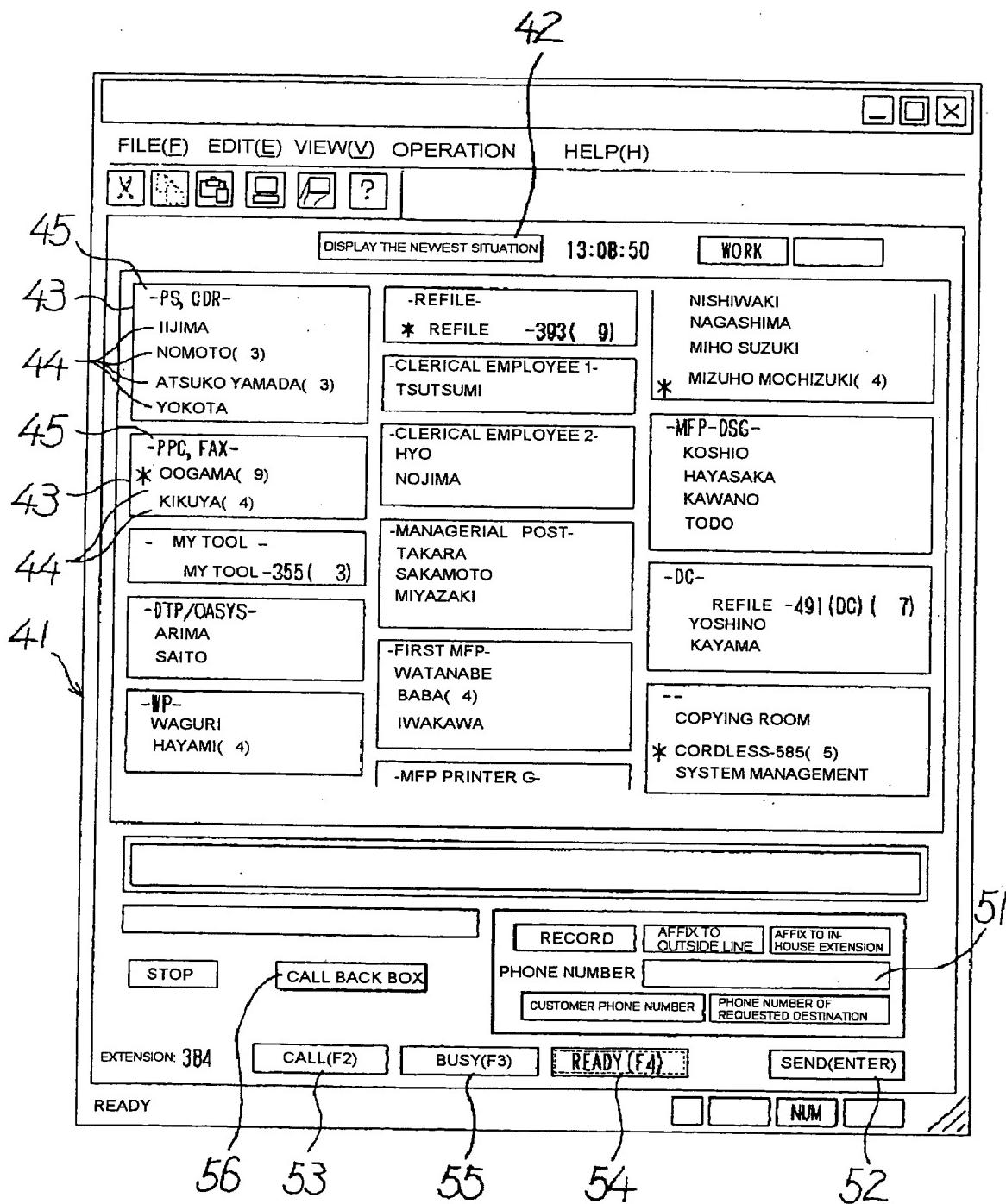


FIG.6
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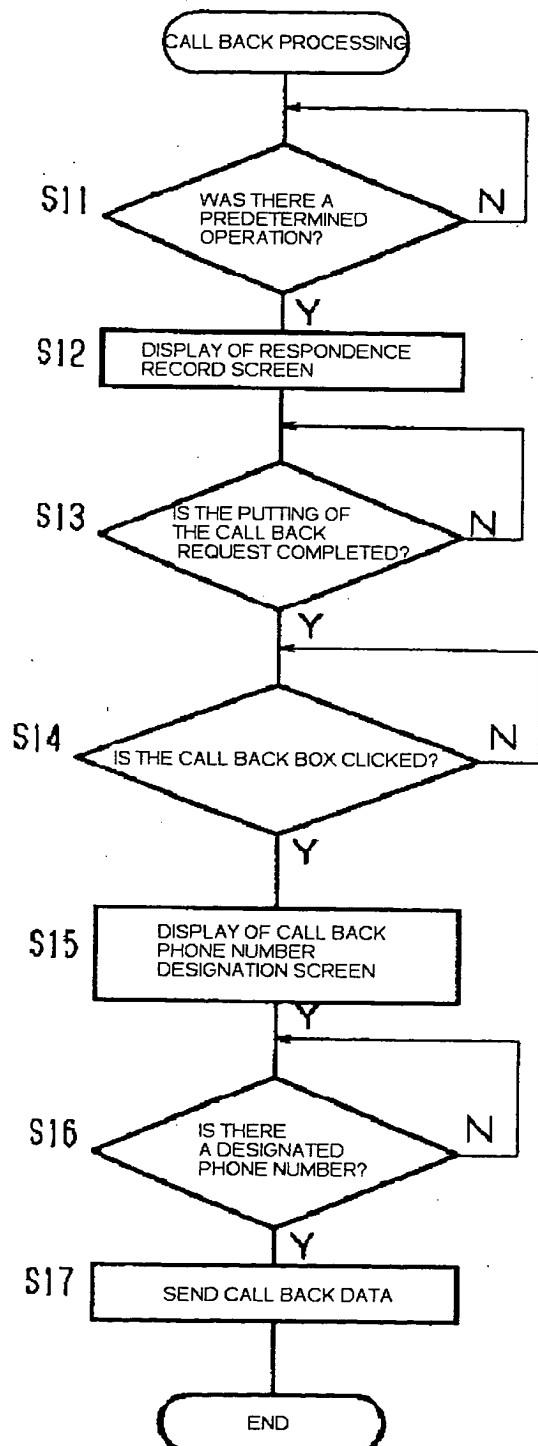
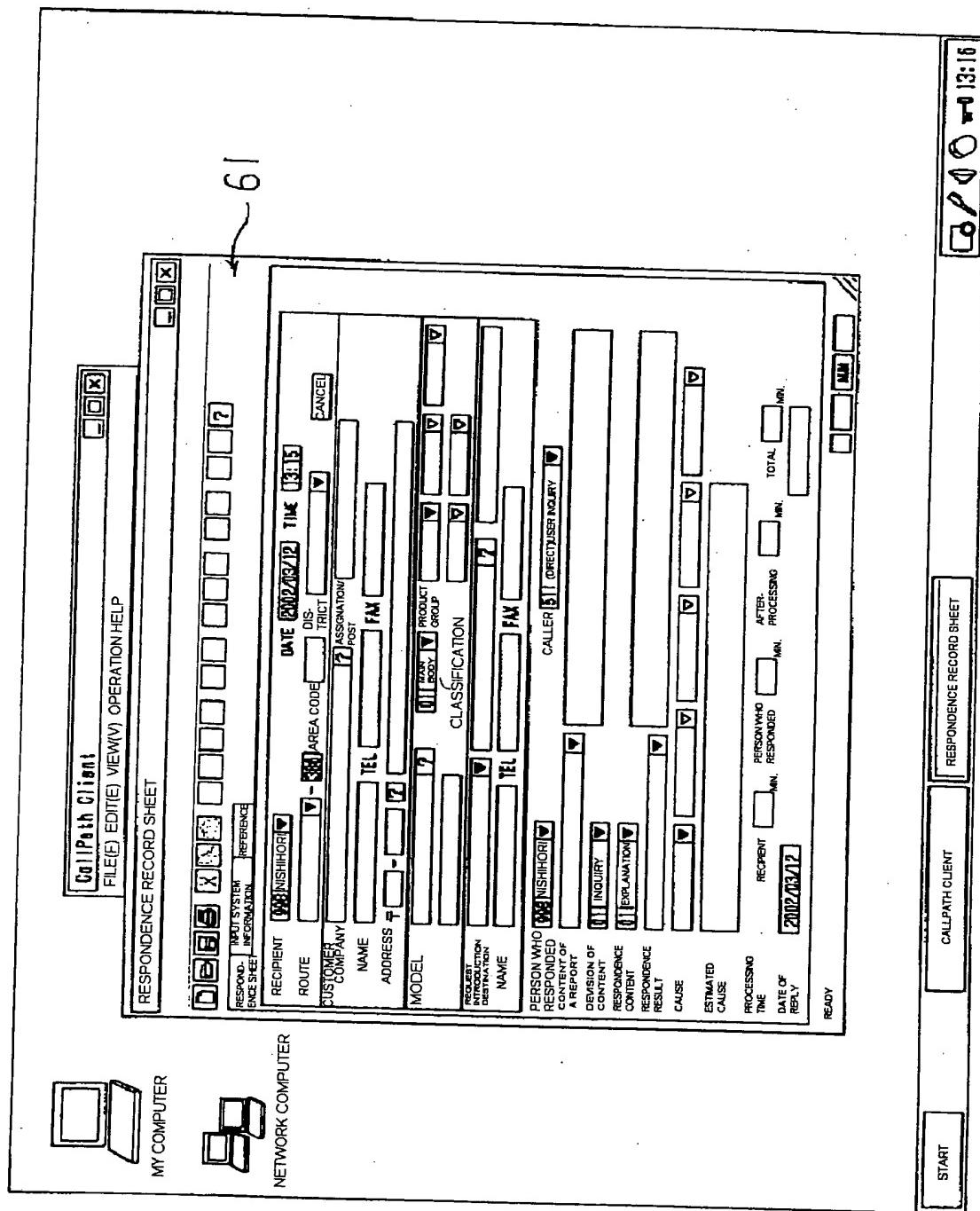


FIG.7
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FIG.8
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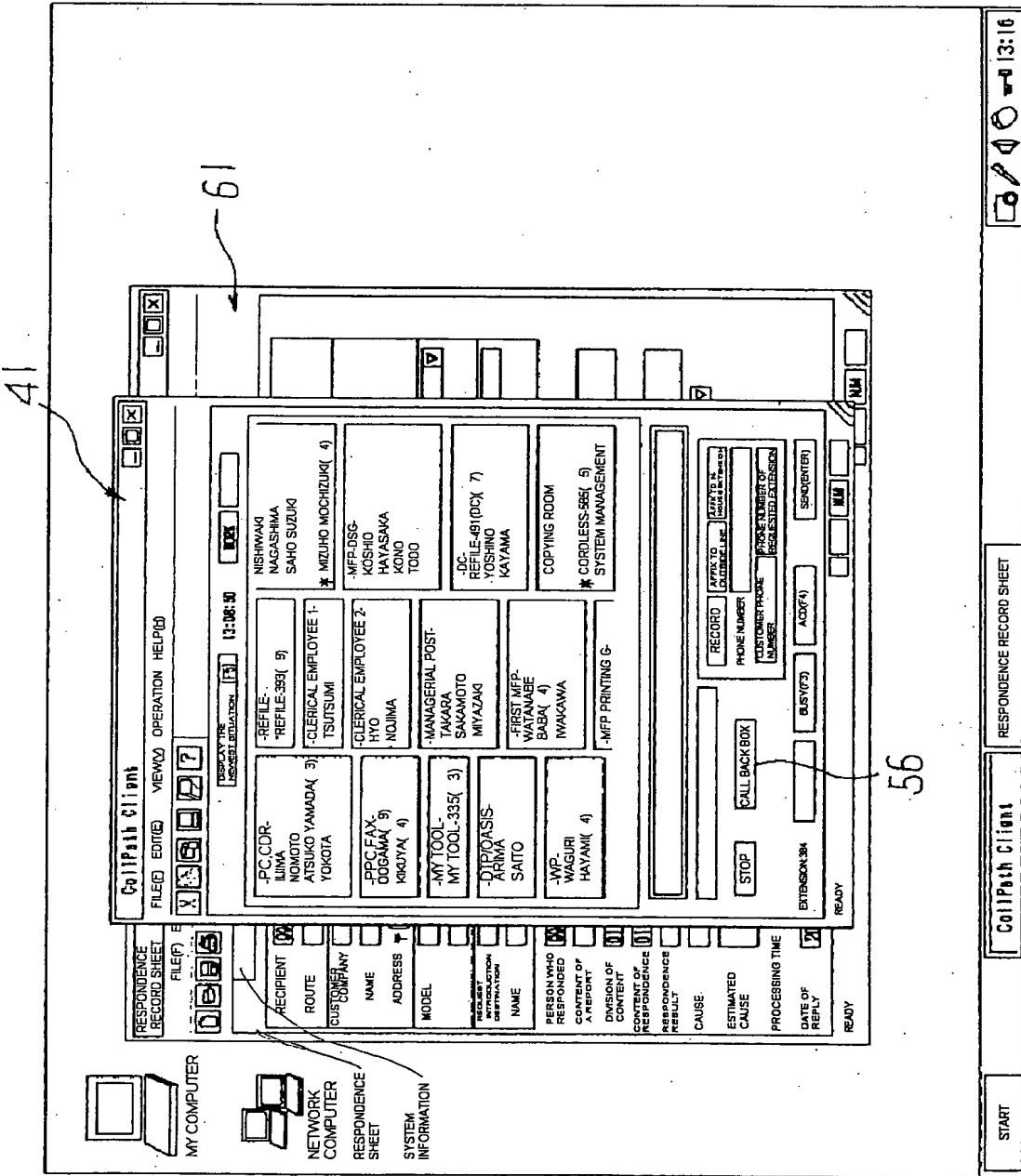


FIG.9
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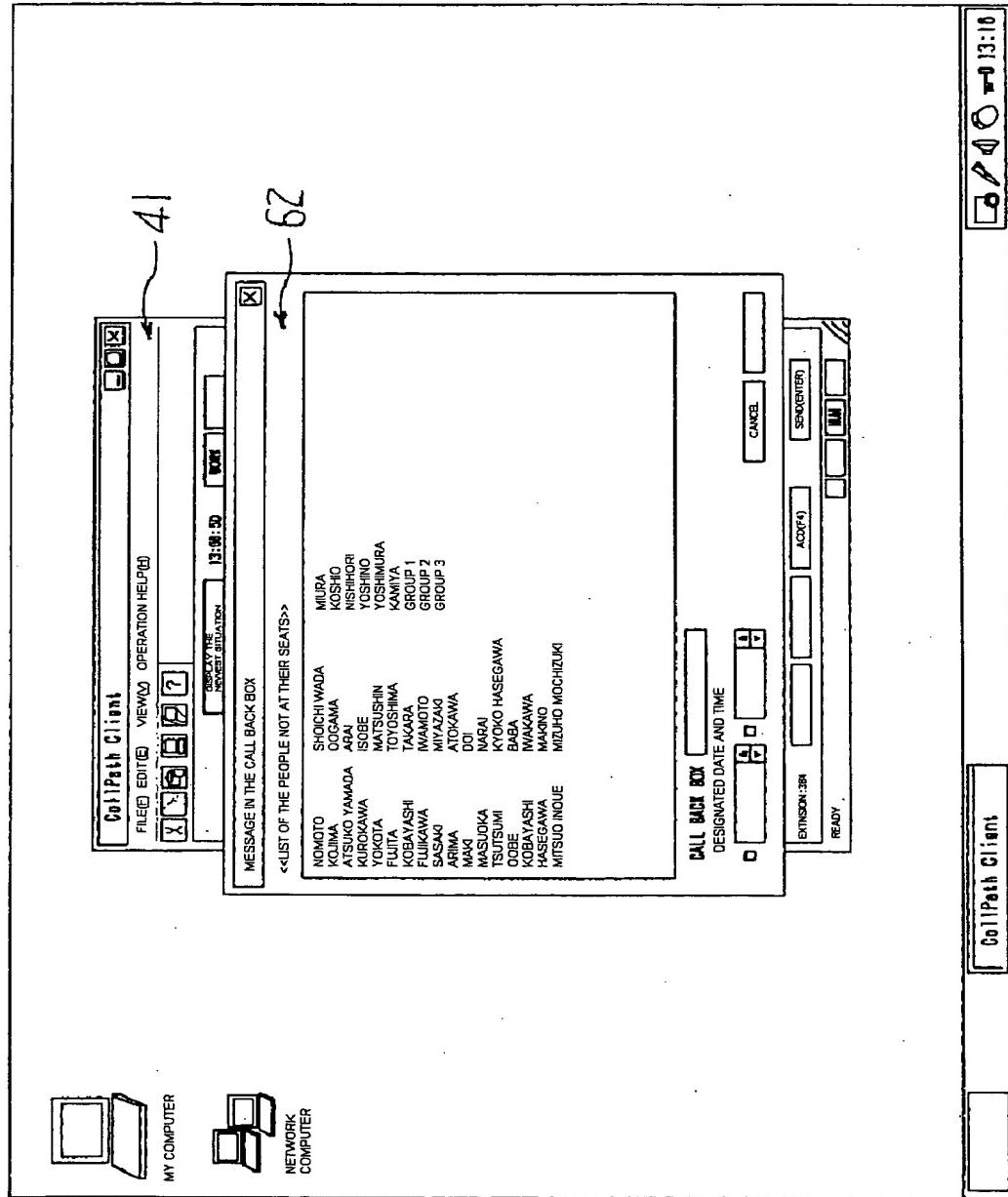


FIG.10
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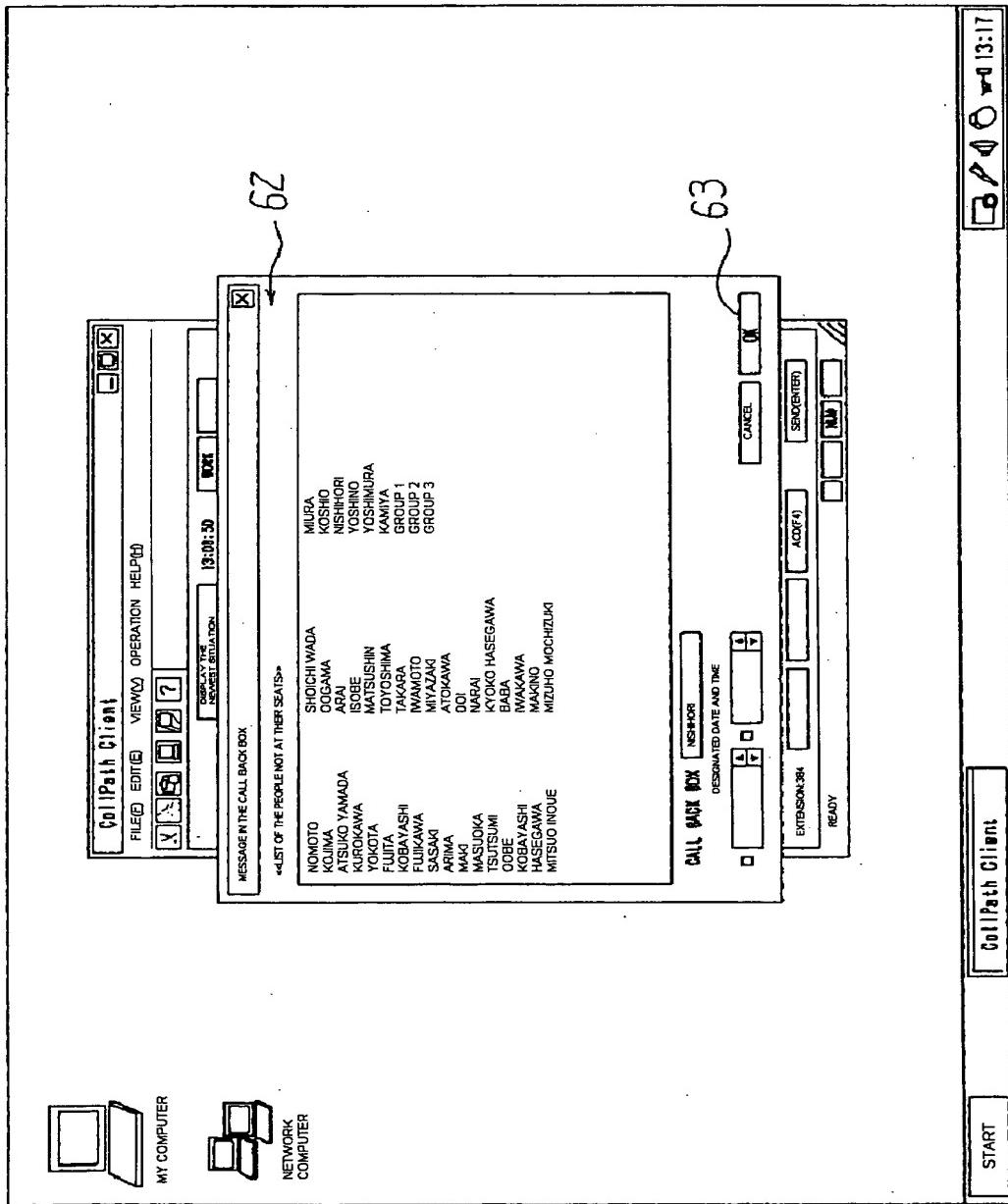
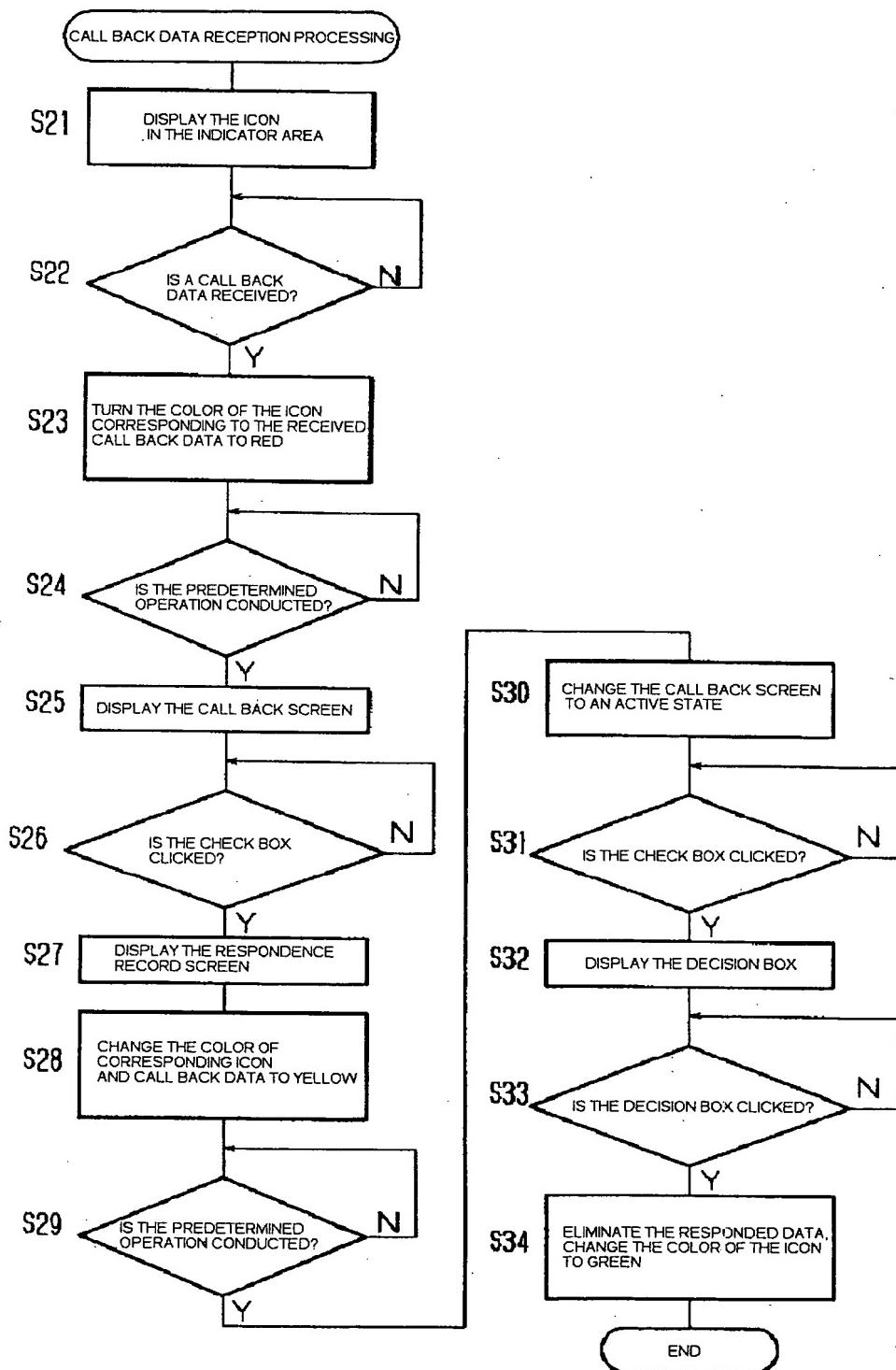


FIG.11
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FIG.12
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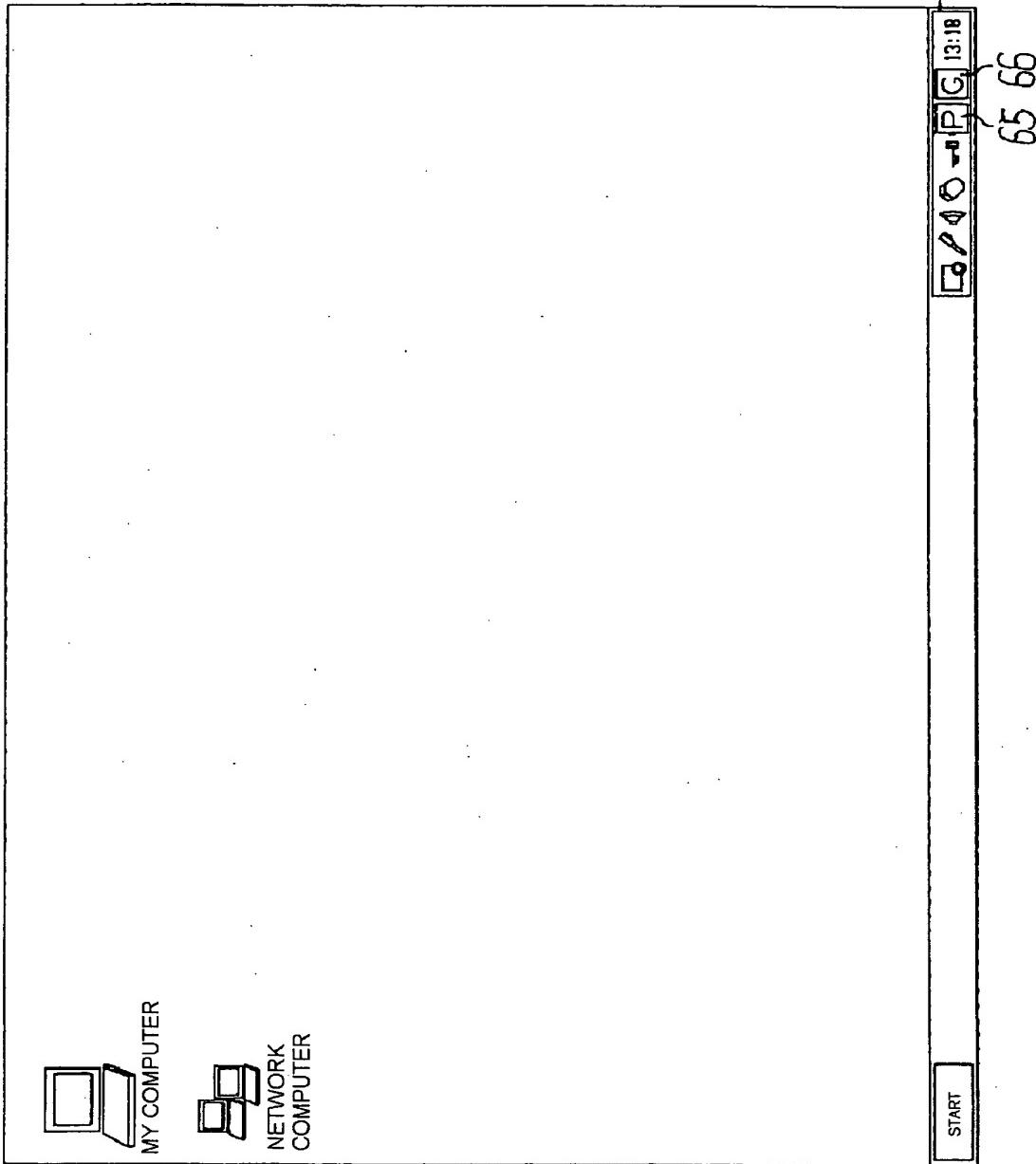
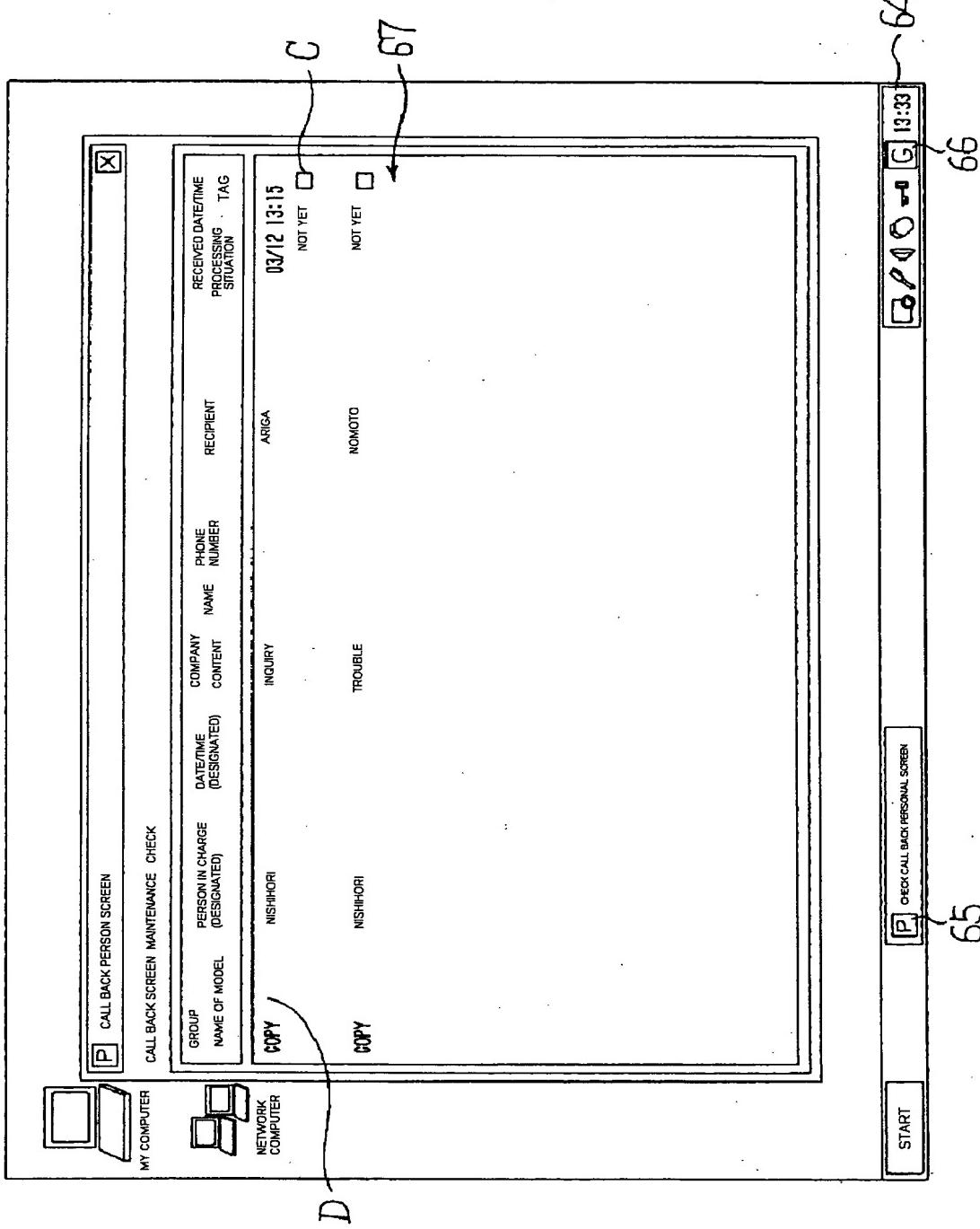


FIG.13
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FIG.14
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CALL BACK

RESPONDENCE RECORD SHEET

FILE EDIT VIEW LIST SEARCH EXTENSION FORMAT HELP

ACCEPTED DATE/TIME
PROCESSING TAG
SITUATION

03/12 13:15
NOT YET

RECEPENT
ROUTE
CUSTOMER COMPANY
NAME
ADDRESS
MODEL
INQUIRY
INFORMATION
NAME
PERSON WHO RESPONDED
CONTENT OF A REPORT
DIVISION OF RESPONSIBILITY
EXPLANATION
RESPONSE RESULT
CAUSE
ESTIMATED CAUSE
PROCESSING TIME
DATE OF REPLY

DATE 03/12 13:15
TIME 03:15
AREA CODE DISTRICT
ASSIGNMENT POST
FAX
TEL
CLASSIFICATION
PRODUCT GROUP
MANUFACTURER
NAME
TEL
FAX
TEL
FAX
CALLER []
INQUIRY
INFORMATION
EXPLANATION
RESPONSE
RESULT
CAUSE
ESTIMATED CAUSE
PROCESSING TIME
DATE OF REPLY

GROUP
NAME OF MODEL
COPY
MY COMPUTER
NETWORK COMPUTER

CALL BACK PERSONAL SCREEN
RESPONDENCE SHEET
START

67

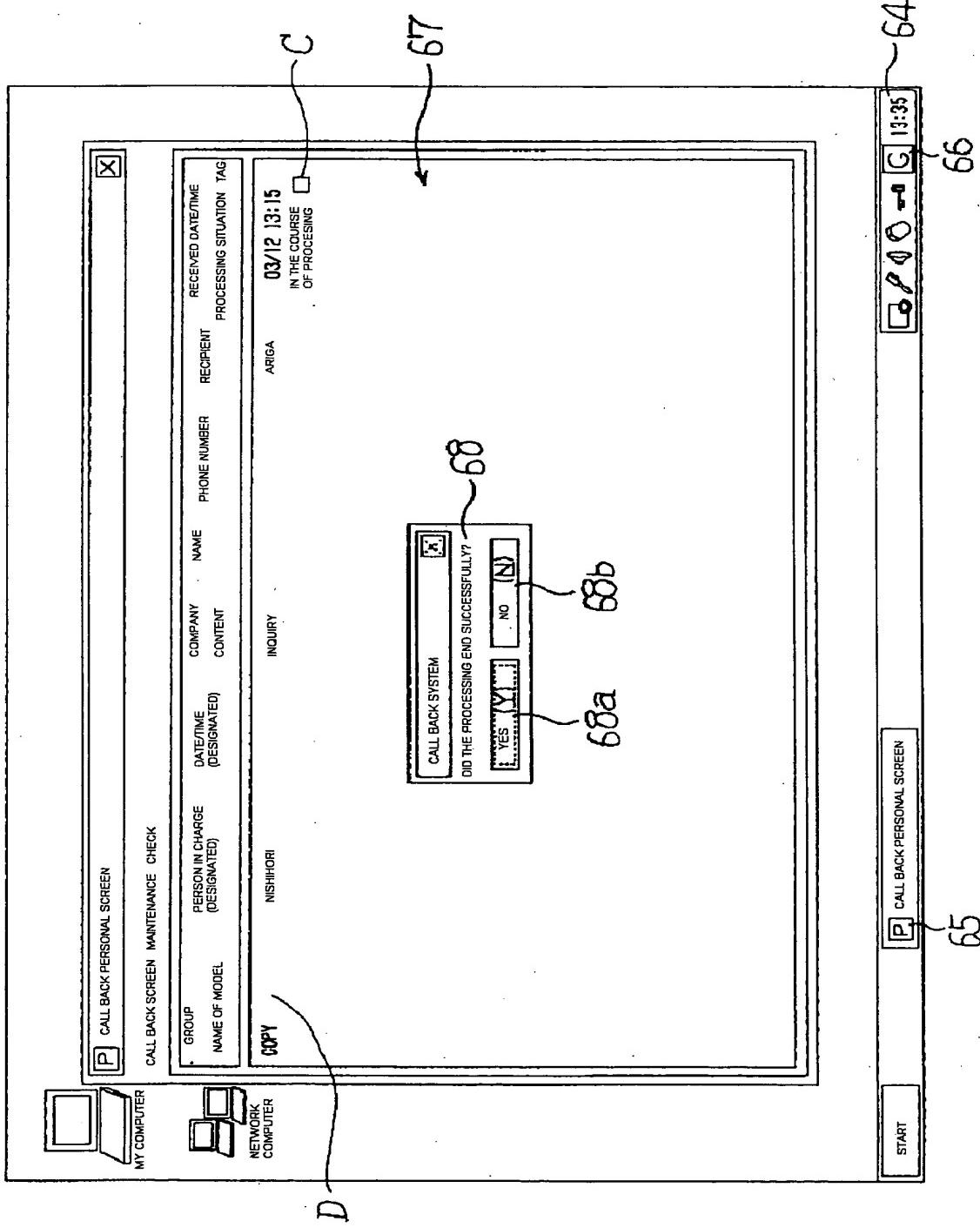
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66

65

FIG.15
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FIG.16
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